

THE TULALIP TRIBES
QUIL CEDA CREEK CASINO
Job Description

JOB TITLE: QCC Buffet Host/Busser (5 full-time and 2 part- time positions)

POSITION NUMBER: TGO-211-06

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- *If applicant does not meet this requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

SKILLS:

- ☐ Must have excellent grooming habits and manners.
- ☐ Must have excellent communication skills for dealing with guests and team members.
- ☐ Must be able to receive money and make change using the point of sales system. (**Test required**)
- ☐ Must be able to follow specific instructions.
- ☐ Ability to tolerate a high volume and fast paced environment while interacting with guests on a continual basis.
- ☐ Must possess a positive attitude and the ability to act in a friendly and professional manner at all times.

EXPERIENCE:

- ☐ Minimum of six (6) months experience working with the public utilizing guest service skills.
- ☐ Minimum of six (6) months cash handling experience utilizing a cash register or POS system in a restaurant setting.

OTHER REQUIREMENTS:

- ☐ Must be 21 years of age or older. (**Attach documentation with application**)
- ☐ Must obtain Health Food Handler's Permit within 60 days of hire
- ☐ Must obtain Class 12 Liquor Permit within 60 days of hire.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be able to work any shift to include days, swing, graveyard, weekends and / or holidays.
- ☐ Must be able to obtain a Class II certification, and be licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other employment entities.

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a POS system and paperwork.
- ☐ Must be able to sit and/or stand for prolonged periods of time.
- ☐ Ability to lift, push, pull and/or carry objects weighing up to 40 pounds on a frequent basis.
- ☐ Must be able to stoop, kneel, climb, bend, and/or twist frequently.
- ☐ Tolerance to be exposed to cleaning solvents and detergents on a daily basis.
- ☐ Tolerance to be exposed to a smoke filled environment.

Tribal Department: Food & Beverage

Employee Classification: Non-exempt

Job Summary: Helps to ensure guest service and satisfaction by providing appropriate accommodations for all Buffet guests in a timely fashion. Greets and thanks guests for dining in the Buffet in a professional and friendly manner. Responsible for cash handling and maintaining wait list. Provides beverage service as requested by guest(s) following proper sequence of service. Clears and resets tables quickly and efficiently.

Employee reports To: QCC Food & Beverage Lead or designee

Specific Duties Performed:

1. Welcomes and seats guests in a professional and timely manner.
2. Maintains guest wait list.
3. Informs guest of all services available in Buffet.
4. Adheres to proper phone etiquette as outlined in standard operating procedures.

5. Ensures Host stand and surrounding floor and work areas are kept clean and presentable at all times.
6. Maintains proper inventory of Host supplies.
7. Maintains issued bank, handling cash, and closing out checks.
8. Completes a daily calculation of all receipts and cash, and maintains proper paperwork.
9. Understands and executes proper Sequence of Service.
10. Pre-busses, clears, and resets tables ensuring all chairs, floors, and work areas in dining room are clean and presentable at all times.
11. Refills water glasses, coffee, iced tea, and bread as needed or requested.
12. Provides alcoholic beverage service to guests when a cocktail server is not available.
13. Studies and learns menu items and preparation.
14. Follows all health and safety practices and procedures including HAACP standards.
15. Assists team members as needed to promote a positive teamwork environment.
16. Performs any additional duties as requested or deemed necessary by Food & Beverage Supervision/Management.

Terms of Employment: This is a Regular Full-time and/or Regular Part-time position requiring up to 40 hours per week or 2080 hours per year.

Pav Rate: \$ 9.93 per hour

Opening Date: July 27, 2006

Closing Date: open until filled

Please return your completed application and required documents to the Tulalip Casino Receptionist by the closing date and time.